Louisiana Medicaid Management Information System (LMMIS)

Provider Locator Tool
User Manual

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Molina Medicaid Solutions and the Louisiana Department of Health and Hospitals

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PROJECT INFORMATION

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1.0 INTRODUCTION

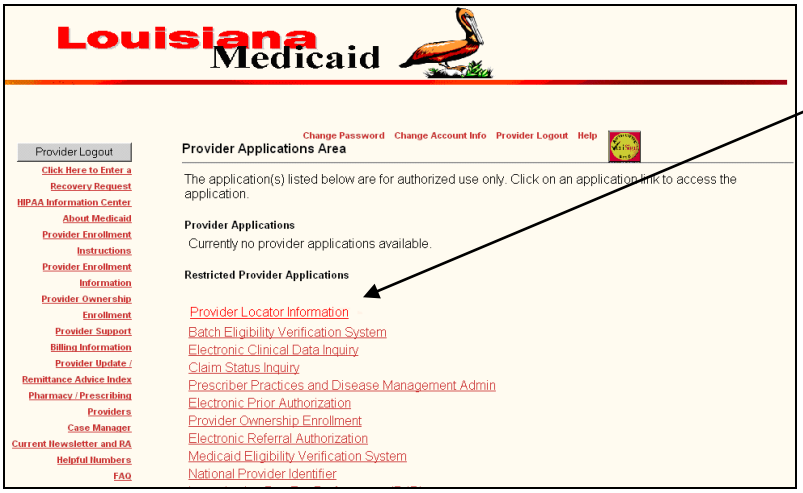
The Provider Locator Information Application enables providers to update and maintain the data that is presented to users in the public usage side of this application, where public users are enabled to search for providers who accept LA Medicaid by service type and region/location.

1.1 Accessing the Provider Location Information Application

In order to access and use the Provider Location Information Application, providers must register and obtain a valid account at www.lamedicaid.com. If you do not have an account, you can learn how to register and create your account by control-clicking here.

1.2 Provider Applications Area

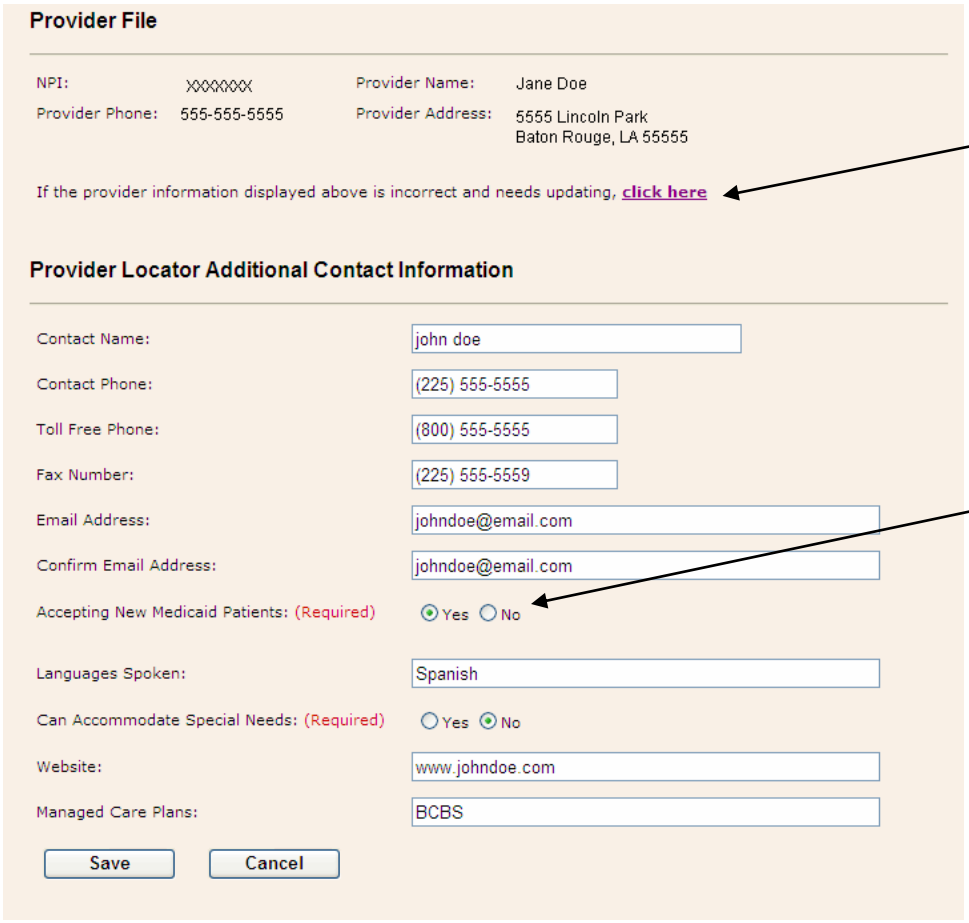
Once you have logged into your account on www.lamedicaid.com, you will be provided with a list of options similar to the ones shown below.



Look for the link labeled Provider Locator Information.

2.0 PROVIDER LOCATOR INFORMATION MAIN PAGE

The Provider Locator Information Main Page provides helpful links and text boxes where you can update the existing contact information that the public user will be provided with when using the Provider Locator application.


Provider File
NPI: XXXXXXX
Provider Name: Jane Doe
Provider Phone: 555-555-5555
Provider Address: 5555 Lincoln Park
Baton Rouge, LA 55555
If the provider information displayed above is incorrect and needs updating, click here
Provider Locator Additional Contact Information
Contact Name: john doe
Contact Phone: (225) 555-5555
Toll Free Phone: (800) 555-5555
Fax Number: (225) 555-5559
Email Address: johndoe@email.com
Confirm Email Address: johndoe@email.com
Accepting New Medicaid Patients: (Required) Yes No
Languages Spoken: Spanish
Can Accommodate Special Needs: (Required) Yes No
Website: www.johndoe.com
Managed Care Plans: BCBS
Save
Cancel

Links to the PE-50 form.

Hidden for waiver providers.

To change the **Contact Name**, for instance, simply click on the text box with the existing contact name and type in the new name. Repeat the process for **Contact Phone**, **Contact Toll Free Phone**, **Contact Fax Number**, **Contact Email Address**, **Confirm Contact Email Address, Languages Spoken,** and **Managed Care Plans**. Then choose the **Yes** or **No** radio button for **Accepting New Medicaid Patients** (not applicable to waiver providers), and **Can Accommodate Special Needs**. The **Website** field can direct potential recipients to where they will find extra information regarding your services.

3.0 ACCESSING THE APPLICATION

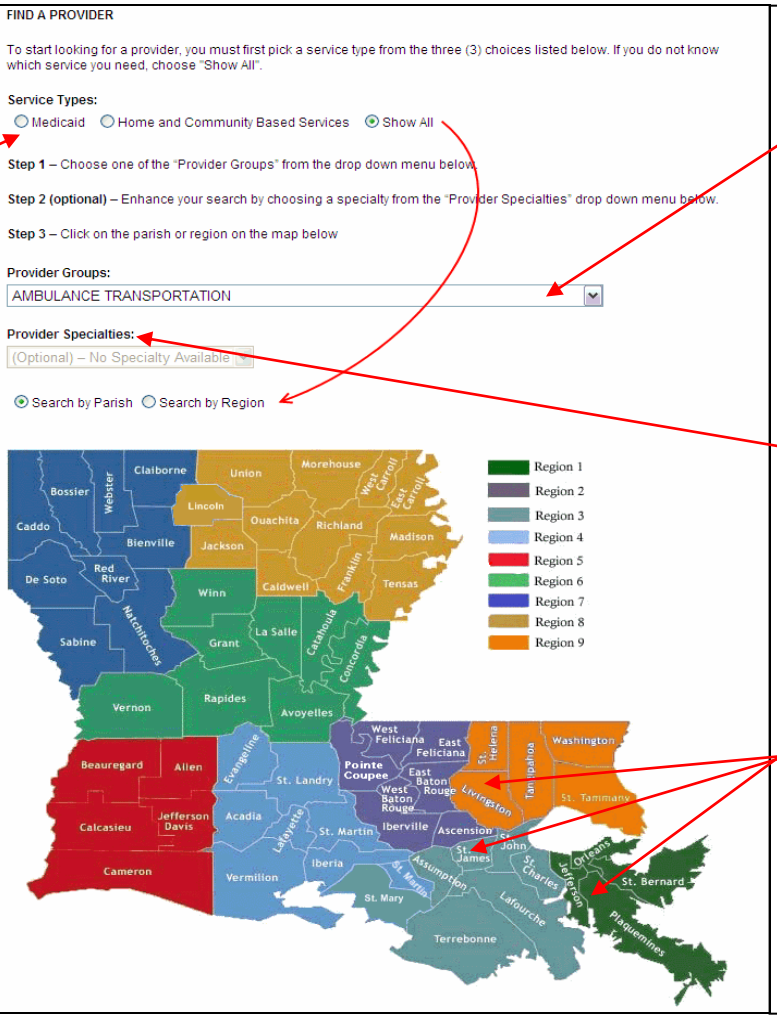
The public may access the Provider Locator Tool for Public Usage at the DHH Office of Management and Finance / Medicaid (Health Services Finances) web site at http://www.lamedicaid.com/provweb1/provider_demographics/provider_map.aspx.

4.0 PROVIDER LOCATOR MAIN PAGE

The Provider Locator Tool for Public Usage enables users to search for **Medicaid** and/or **Home** and **Community Based Services** providers via an interactive map of Louisiana showing regions and parishes. Users can select exactly what type of service they need and be shown a list of all active providers in their area. Active providers are identified as those who are enrolled in Medicaid (at the time of the web search) and have had a paid claim during the six months prior to the web search. Service Type details are explained in Section 4.1.

Step One: Choose a Service Type (Medicaid, Home and Community Base Services, or Show All).

NOTE: Home and Community Based Services may ***only*** select providers by Region.



Step Two: Choose a Provider Group from the drop down menu.

Step Three: (Optional) Enhance your search by choosing a Specialty from the drop down menu.

Step Four: Click on the Region on the map.

4.1 Service Type Tips

Medicaid services include those offered through Medicaid, LaCHIP, LaMOMS, the Medicare Savings Program, the Medicaid Purchase Plan or the TAKE CHARGE program.

Home and Community Based Services is an alternative to medical residential facilities that grants the recipient a "waiver" to receive medical care in their home or community. There are five waiver programs - Elderly and Disabled Adult, Adult Day Health Care, Personal Care Services, Children's Choice and New Opportunity Waiver - and each has a limited number of spaces available. Applicants must meet specific program qualifications and register with the Office for Citizens with Developmental Disabilities or Office for Aging and Adult Services to access these services.

Show All allows you to select **Show All** to search the entire provider database if you are unsure if your service is Medicaid or Home and Community Based Services.

5.0 CONVENIENT LINKS

At the bottom of the interactive map, links in blue are provided to the following other web sites and services:

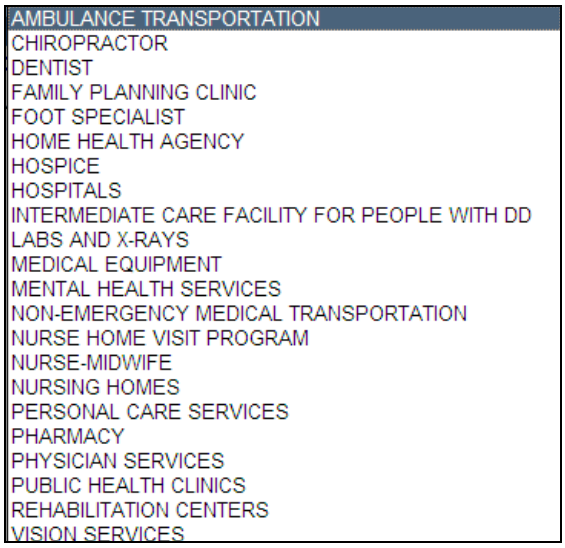
Link Name	Web Site Description
Link to Medicaid services web page	Provides a complete listing of services.
Link to CommunityCARE web page	The official CommunityCARE web site
Link to OAAS web page	More information on waiver services is provided at the web site for the Office of Aging and Adult Services (OAAS).
Link to OCDD web page	More information on waiver services is provided at the web site for Citizens with Development Disabilities (OCDD).
Link for Providers to update contact information	**This link is for providers only**. Providers may update their contact information by following the link to the Provider Enrollment page of www.lamedicaid.com.

6.0 CONDUCTING A SEARCH

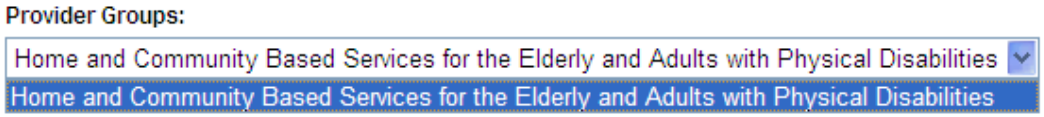
6.1 Provider Groups Pull Down Menu

When you choose a Provider Group, the pull down menu you see is based on the Service Type you selected.

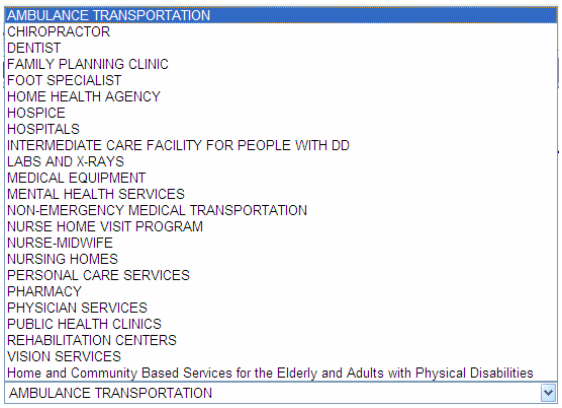
If you selected **Medicaid**, a pull down menu similar to the one shown below is displayed.



If you selected **Home and Community Based Services**, the pull down menu shows only two Provider Groups:


Provider Groups:
Home and Community Based Services for the Elderly and Adults with Physical Disabilities
Home and Community Based Services for the Elderly and Adults with Physical Disabilities

If you selected **Show All**, a pull down menu similar to the one shown below is displayed:



Once you've made your selection, click on the Provider Group closest to the type of service you want.

6.2 Provider Specialties

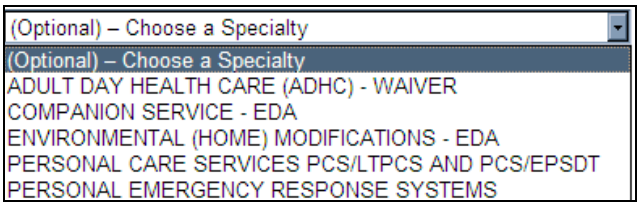
Once you have selected a Provider Group, the **Provider Specialties** drop down menu is enabled, and its contents depend on the Provider Group that you selected.

For instance, if you selected the Physician Services provider group, the **Provider Specialties** drop down menu is similar to the one displayed below:

Click and drag the scroll bar to see more specialties for Physician Services.

Click on the specialty that is closest to the service that you want. Remember that selecting a specialty is **optional.**

Alternatively, if you selected the **Home and Community Based Services** or **Show All** service type, then chose the Home and Community Based Services for the Elderly and Adults with Onset Disabilities provider group, then the Provider Specialties drop down menu is similar to the one displayed below:


(Optional) – Choose a Specialty
(Optional) – Choose a Specialty
ADULT DAY HEALTH CARE (ADHC) - WAIVER
COMPANION SERVICE - EDA
ENVIRONMENTAL (HOME) MODIFICATIONS - EDA
PERSONAL CARE SERVICES PCS/LTPCS AND PCS/EPSDT
PERSONAL EMERGENCY RESPONSE SYSTEMS

Click on the specialty that is closest to the service that you want. Remember that selecting a specialty is **optional**.

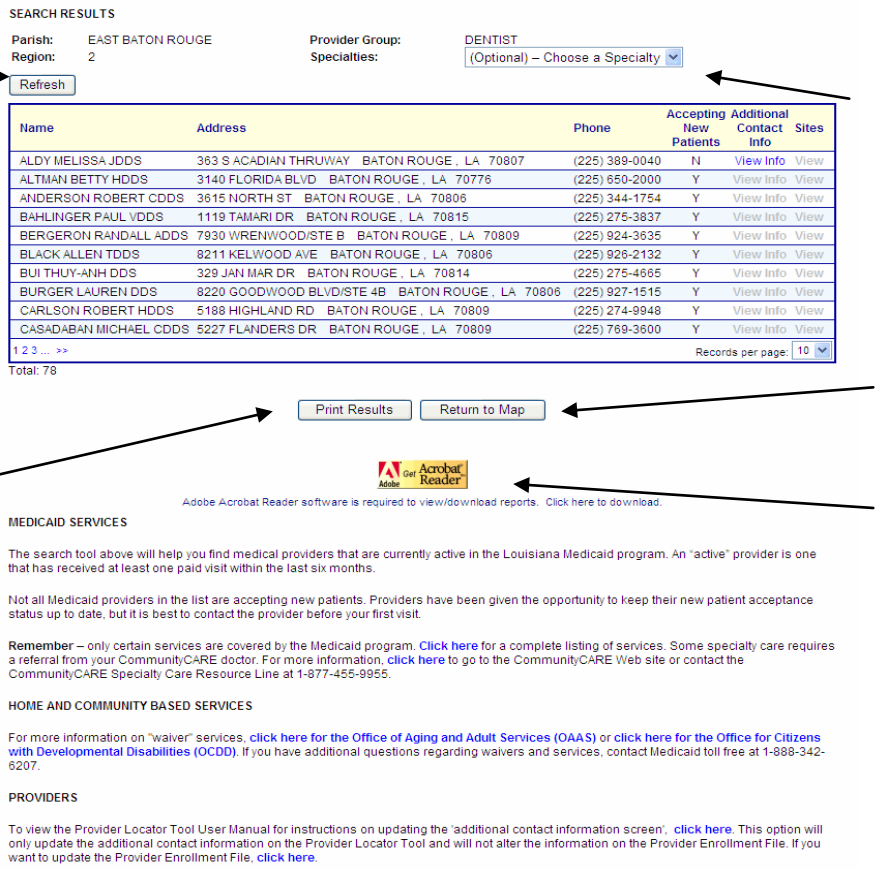
6.3 Search Results Page

After you make your search selections, click on the area of the map closest to the area where you want the service to be performed. For instance, if we selected service type **Medicaid**, provider group Dentist, no provider specialty and then click on the East Baton Rouge Parish area of the map, we will get a response similar to the one shown below:

Control your search results with these buttons:

If you've changed the specialty after running a search, use the **Refresh** button to view the new results.

The **Print Results** button will display the search results in a printable format.


SEARCH RESULTS
Parish: EAST BATON ROUGE
Region: 2
Provider Group: DENTIST
Specialties: (Optional) – Choose a Specialty
Refresh
Name | Address | Phone | Accepting New Patients | Additional Contact Info | Sites
ALDY MELISSA JDDS | 363 S ACADIAN THRUWAY BATON ROUGE , LA 70807 | (225) 389-0040 | N | View Info | View
ALTMAN BETTY HDDS | 3140 FLORIDA BLVD BATON ROUGE , LA 70776 | (225) 650-2000 | Y | View Info | View
ANDERSON ROBERT CDDS | 3615 NORTH ST BATON ROUGE , LA 70806 | (225) 344-1754 | Y | View Info | View
BAHLINGER PAUL VDDS | 1119 TAMARI DR BATON ROUGE , LA 70815 | (225) 275-3837 | Y | View Info | View
BERGERON RANDALL ADDS | 7930 WRENWOOD/STE B BATON ROUGE , LA 70809 | (225) 924-3635 | Y | View Info | View
BLACK ALLEN TDDS | 8211 KELWOOD AVE BATON ROUGE , LA 70806 | (225) 926-2132 | Y | View Info | View
BUI THUY-ANH DDS | 329 JAN MAR DR BATON ROUGE , LA 70814 | (225) 275-4665 | Y | View Info | View
BURGER LAUREN DDS | 8220 GOODWOOD BLVD/STE 4B BATON ROUGE , LA 70806 | (225) 927-1515 | Y | View Info | View
CARLSON ROBERT HDDS | 5188 HIGHLAND RD BATON ROUGE , LA 70809 | (225) 274-9948 | Y | View Info | View
CASADABAN MICHAEL CDDS | 5227 FLANDERS DR BATON ROUGE , LA 70809 | (225) 769-3600 | Y | View Info | View
1 2 3 ... >>
Records per page: 10
Total: 78
Print Results
Return to Map
Get Acrobat Reader
Adobe Acrobat Reader software is required to view/download reports. Click here to download.
MEDICAID SERVICES
The search tool above will help you find medical providers that are currently active in the Louisiana Medicaid program. An "active" provider is one that has received at least one paid visit within the last six months.
Not all Medicaid providers in the list are accepting new patients. Providers have been given the opportunity to keep their new patient acceptance status up to date, but it is best to contact the provider before your first visit.
Remember – only certain services are covered by the Medicaid program. Click here for a complete listing of services. Some specialty care requires a referral from your CommunityCARE doctor. For more information, click here to go to the CommunityCARE Web site or contact the CommunityCARE Specialty Care Resource Line at 1-877-455-9955.
HOME AND COMMUNITY BASED SERVICES
For more information on "waiver" services, click here for the Office of Aging and Adult Services (OAAS) or click here for the Office for Citizens with Developmental Disabilities (OCDD). If you have additional questions regarding waivers and services, contact Medicaid toll free at 1-888-342-6207.
PROVIDERS
To view the Provider Locator Tool User Manual for instructions on updating the 'additional contact information screen', click here. This option will only update the additional contact information on the Provider Locator Tool and will not alter the information on the Provider Enrollment File. If you want to update the Provider Enrollment File, click here.

Change the specialty here, if applicable.

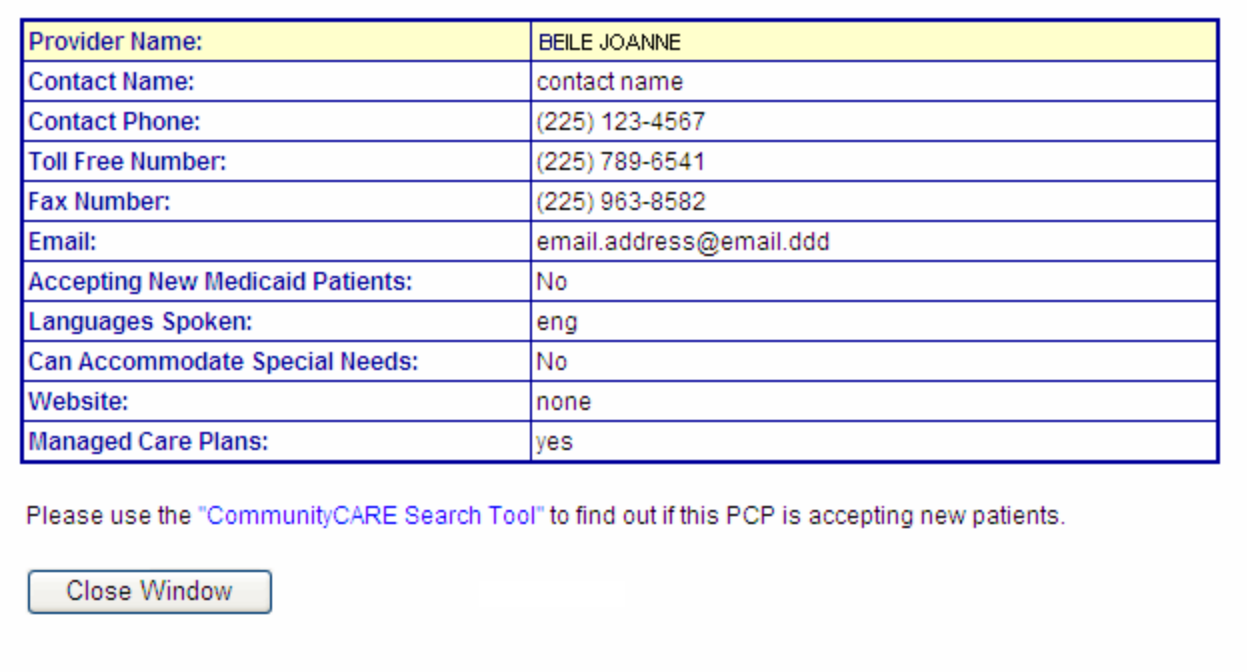
Return to the map here.

Use the link provided if you need to download Adobe Reader™.

For both Accepting New Patients and PCP columns, the values used will be "Y", "N", and "?" (where "Y" = Yes, "N" = No, and "?" = provider did not specify). For dentists, this field will default to Y, yes accepting new patients. Dentists must update this field if not accepting new patients and update each time there is a change in that status.

Note: For Home and Community Based Services for Elderly and Adults with Onset Disabilities and Home and Community Based Services for Children and Adults with Developmental Disabilities provider groups, the Accepting New Patients column is not displayed because such services must be approved in advance by OCDD and OAAS, respectively.

If **View Info** under the **Additional Contact Info** column is highlighted blue, you can click it to view more specific information regarding that provider. An example is provided below:



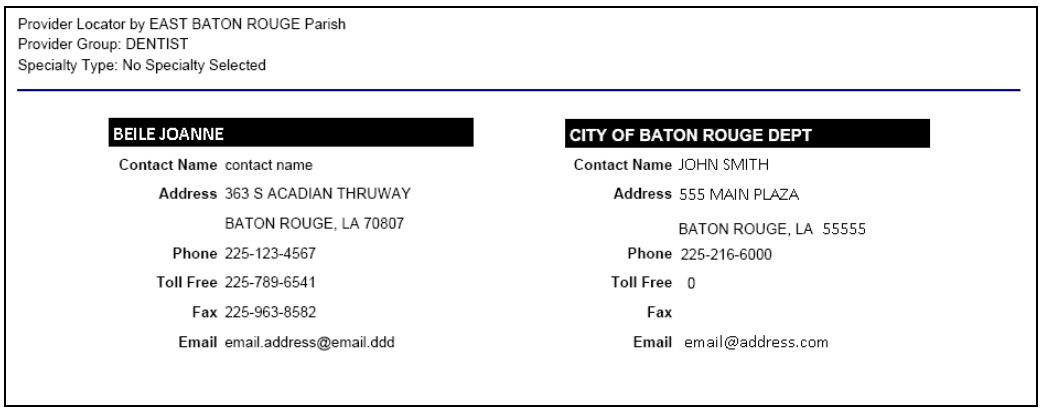
Provider Name:	BEILE JOANNE
Contact Name:	contact name
Contact Phone:	(225) 123-4567
Toll Free Number:	(225) 789-6541
Fax Number:	(225) 963-8582
Email:	email.address@email.ddd
Accepting New Medicaid Patients:	No
Languages Spoken:	eng
Can Accommodate Special Needs:	No
Website:	none
Managed Care Plans:	yes

Please use the "CommunityCARE Search Tool" to find out if this PCP is accepting new patients.

Close Window

This window lists detailed information about the provider, more specific than the initial search results screen. You can add/update your own additional information in the **Provider Locator Information Main Page** through www.lamedicaid.com. See section 2.0 of this manual for details. Note that all of the fields in this window correspond to those in the **Provider Locator Additional Contact Information** section of that same page.

The **Print Results** button will bring up a printer friendly document of the search results. Adobe Reader™ is required to view this document, and a link is provided to download the software if a user does not have it. A sample of the **Print Results** screen is below:



Provider Locator by EAST BATON ROUGE Parish
Provider Group: DENTIST
Specialty Type: No Specialty Selected

BEILE JOANNE

Contact Name contact name
Address 363 S ACADIAN THRUWAY
BATON ROUGE, LA 70807
Phone 225-123-4567
Toll Free 225-789-6541
Fax 225-963-8582
Email email.address@email.ddd

CITY OF BATON ROUGE DEPT

Contact Name JOHN SMITH
Address 555 MAIN PLAZA
BATON ROUGE, LA 55555
Phone 225-216-6000
Toll Free 0
Fax
Email email@address.com

The Parish or Region is displayed, whichever was chosen as a search field from the map, in the upper left-hand corner, as well as what group and specialty were selected. Note that the information here will match the **Additional Contact Info** screen for that provider.